

**MANAGER, CLIENT SUPPORT**

Full Time Employment Opportunity

Reporting to the Director, Client Services, the Manager, Client Support is responsible for the effective delivery and management of incidents and service requests to the Service Desk and the Systems and Client Support (SCS) team who serve all MBLL locations. The incumbent is also responsible for the Problem Management function, ensuring appropriate activities are in place to limit the adverse effects of major recurring problems. The incumbent is responsible for participating in lifecycle management activities for all IT assets.

**Duties:**

- Oversee the development and management of the Information Technology Infrastructure Library (ITIL) Incident Management process, including serving as the Incident Manager as/when required.
- Ensure the best practices of ITIL Incident framework are followed.
- Oversee incidents from inception through resolution, and ensure incident resolutions meet established KPIs and are well documented.
- Serve as the primary point-of-contact for incidents and ensure timely communications and updates as necessary to key stakeholders and/or the user community as appropriate.
- Establish reports and appropriate metrics to ensure continual service improvement.
- Meet service level targets and ensure appropriate level of Client Support coverage.
- Work collaboratively with business unit managers to identify service issues and develop process changes to mitigate future occurrences.
- Conduct periodic process review to ensure continued process improvement of service delivery including development of business cases that aligns with MBLL's strategic goals and objectives.
- Monitor vendor and contracted resources' performance and in coordination with Procurement, impose penalties and fines where appropriate.
- Ensure the development, implementation, and maintenance of the Client Support operational procedures, processes, and controls.
- Set standards and ensure training, documentation, and procedures are provided for the Client Support trouble-ticketing system.
- Ensure day-to-day system support and timely problem resolutions.
- Responsible for event-driven and/or monthly reports.
- Ensure appropriate facilitation of all Problem Management (Major Incident Review) meetings to ensure business requirements are met.
- Oversee the lifecycle of all problems including the activities required to diagnose the root cause of incidents.
- Ensure the ITS Technology Infrastructure Problem Management process is maintained per current ITIL guidelines.
- Ensure First Nation Casinos' gaming/non-gaming system support.
- Provide leadership through solid people management practices.
- Recruit, manage, coach, and evaluate the performance of employees.
- Ensure that department employees provide excellent customer service.
- Provide training, guidance, and direction. Ensure positive morale and motivation of employees.
- Resolve problems and issues, and provide conflict resolution in a sensitive, confidential, and professional manner.
- Determine, where required, staff discipline/corrective action within established policies/related documentation.
- Ensure all applicable compliance, regulations, policies, procedures, and corporate social responsibility are understood, supported, and adhered to by all employees.
- Carry out all required duties and responsibilities of a supervisor of workers, as outlined under provincial safety and health legislation.

**Primary Qualifications:**

- Completion of a recognized degree or diploma program in an IT related discipline, or an equivalent combination of education, certification, and experience.
- A minimum of nine years progressively responsible experience in an information systems function, with a minimum of three years of supervisory/leadership experience, ideally gained in the gaming/ liquor distribution sales industry.
- Five years' experience with trouble-ticketing Help Desk application(s).
- Proficiency in Microsoft 365 (Word, Excel, PowerPoint, Teams, OneDrive, and Outlook).
- Demonstrated knowledge of KPIs for Helpdesk performance tracking.
- Demonstrated ability to meet service delivery targets.
- Demonstrated ability to manage large and diverse teams effectively and efficiently across multiple sites.
- Strong end-user customer service skills.
- Experience in the lifecycle of asset management process.
- Knowledge and experience in implementing and managing according to the ITIL framework.
- Demonstrated management experience with a view to efficiency, strong leadership and organizational skills, adoption of best practices, strong initiative, and ability as a self-starter.
- Excellent human resource management and labour relations skills.
- Demonstrated experience planning and managing budgets.
- Demonstrated project management skills in an Information Systems environment.
- Experience drafting business cases.
- Continuous upgrading and learning to remain current in information technology.

**Secondary Qualifications:**

- Certified professional designation in a related discipline is an asset.
- Training in project management or a Project Management Professional (PMP) designation is an asset.
- Accreditation in ITIL Service Level Management is an asset.
- Training in human resource management and financial management is an asset.
- Experience drafting RFP requirements and evaluating responses for related technologies and services is considered an asset.
- Expertise in Liquor, Gaming, and Cannabis Authority of Manitoba (LGCA) legislation and technical standards or other regulated industry is considered an asset.
- Experience with hardware/software license agreements is an asset.

*\*\*\*All Manitoba Liquor & Lotteries employees may apply. Manitoba Liquor and Lotteries is committed to Diversity, Equity and Inclusion. We strive to hire a workforce that reflects the community we serve. Employment equity will be considered therefore applicants who identify as women, Indigenous people, members of racialized groups, and persons with a disability are encouraged to apply. If you require an accommodation at any time during the recruitment process, please let us know how we can meet your needs.*

**Salary:** \$78,227.20 - \$105,102.40 annually  
**Bargaining Unit:** EXEMPT  
**Location:** TBD

Individuals should apply by completing our online application form at [www.mbl.ca/jobs](http://www.mbl.ca/jobs) or by submitting a resume and application to [careers@mbl.ca](mailto:careers@mbl.ca)

**All applications are due by October 10, 2023**

*We thank all interested applicants, however, only those selected for interviews will be contacted.*